

## RFQQ 11-05 E-Services Suite Questions and Answers

### Vendor Questions

1. General, Can the AOC provide additional detail on the customers it would serve through this CRM solution:
  - a. Type of users: internal staff? Citizens using the court system? Staff performing work on reported incidents?

*The AOC currently uses its CRM system to provide customer services to the court staff, judicial officers, other government agencies, and the public and internal staff.*

- b. Number of potential users: Are there statistics on the number of contacts for this group?

*There is an estimated 160 internal licensed users of the current CRM system. These are users who can create and resolve incidents.*

*AOC handles an annual average of 15,750 incidents per year. An average of 4,300 searches is performed on a monthly basis on our websites. An average of 4,800 answers is viewed on a monthly basis from our websites.*

- c. Please provide an overview of the workflow and/or business process diagrams to further detail the various flow of user access, citizen access, other stakeholder access, document management, ticket/task management, etc.

*See attached PDFs*

2. Exhibit A, Functional Requirement 10, Can the AOC provide more detail on what it is seeking the functionality around "incident creation, assignment and tracking?" Please provide some examples of incidents that will be managed by the solution.

*In general, AOC customers use the CRM system through a website interface or through Customer Services to ask a question or ask for resolution to issues. These questions and issues can range in topic including but not limited to court operations, court accounting, system access, public records, court information, law, caseloads, and the judicial information systems.*

*Incidents are assigned to the appropriate group and/or individual who are the subject matter experts and can provide the resolution to the issue or question. The lifecycle of the incidents are tracked to assure timely and accurate response.*

*See attached PDFs for additional information on the types of incidents processed by the AOC.*

3. Exhibit A, Functional Requirement 13, can the AOC provide additional detail on the type of data that will be brought over from the Incident History Database?

*Incident history data includes:*

- Incident subject
- Reference/incident number
- Court Name
- Topic category
- Client Name
- Status
- Owner
- Assigned to
- Priority
- Attachments (documents)
- Source (whether the incident came from the website, internal interface, or the JIS systems)
- Customer entry
- AOC response and notes

4. General, Is the AOC expecting integration between this E-Service solution and existing legacy systems? If so, please provide the system types, their roles, and type of integration (one way, dual, etc.). Is it the expectation of the AOC that the E-Service solution will interface to existing court records systems?

*It is expected that the proposed system has external application interfaces (API's) which will allow web based applications the ability to create incidents (problems records). The AOC has applications which communicate with the existing E-Service solution, via published API's, to create incidents to alert the appropriate staff on system events. There is no direct interface(s) to the existing court applications.*

5. Exhibit A, Functional Requirement 15, can the AOC provide additional detail on what functionality it expects to be operational on July 1, 2011?

*The AOC expects the system including all the functionalities described in Exhibit A, to be fully operational by July 1, 2011.*

6. General. What is the contract length/term?

*In general, the AOC prefers to enter into a 2 year agreement with an option to extend.*

7. Exhibit A, Item #10

- a. How many simultaneous agents will be handling chats and/or how many chat sessions take place per day/month
- b. How are chats initiated? Are there requirements for proactive chat and click-to-chat?
- c. Will just AOC websites be co-browsed or more?

*There are currently 5 agents that utilizes the chat and co-browse functionality from the current system.*

*Chat is initiated by the client through the web interface, eService Center from the AOC's InsideCourts website (extranet). The chat and co-browse functionality are offered for the court client only and not offered to the public. The court client must have a log-on ID in order to request a chat.*

*The current system allows the agents to co-browse the client's desktop and any running applications.*

8. Knowledgebase: How many authors/admins will you need? Do you have an estimate on how many articles you may need? The starting package comes with 5 admins/authors and 500 articles...will this be enough?

*The AOC will require 2 software administrators (1 primary and 1 back-up) and 3 knowledge/answer authors. Our current system holds an estimated 1,665 articles (answers). 1,371 of those articles are currently published and in use. The rest of the articles are in a disabled state (outdated), draft stages, and in review.*

9. Chat, Email and Cobrowse: How many agents will you have responding to chats and emails?

*The AOC employs a total of 8 customer services agents. We currently have 5 of those agents respond to chat and co-browse. We have all 8 agents respond to email.*

10. Are you looking for a hosted solution? Or an OnPremise solution that you would host on your own servers?

*We prefer a hosted solution.*

11. Will you be able to contract us without being on the GSA or any other "government schedules?" Will you be able to purchase from us directly?

*Yes. The contract will be drafted and executed by the AOC. Payments will come directly from the AOC.*